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Date of Deposit: 05/28/2003

Ref: Case Docket No.: P3253

First Named Inventor: Alec Miloslavsky

Serial Number: 08/948,530

Filing Date: 10/09/1997

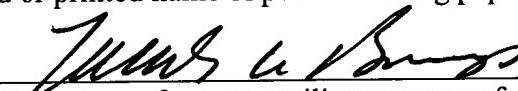
Title of Case: Apparatus and Methods Enhancing Call Routing To and Within Call-Centers

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Response I.
2. Response transmittal.
3. Duplicate Response transmittal.
4. Certificate of express mailing.
5. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)

A handwritten signature of "Mark A. Boys" in black ink.

(Signature of person mailing papers or fee)



MAY 28 2003

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PATENT & TRADE

Method of Transmission: EV338073460US

CASE DOCKET NO. P3253

In reference to application of Alec Miloslavsky

Serial No. 08/948,530

For Apparatus and Methods Enhancing Call Routing To and Within Call-Centers

Sir:

Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312

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- No additional fee is required.
 - Applicant claims Small entity status under 37 CFR 1.27.
 - The fee has been calculated as shown below.

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** If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

*** If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

***** Multiple dependencies if any, included in the above calculation.

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- A check in the amount of 0.00 is attached.

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Respectfully Submitted,

Donald R. Boys
Reg. No. 35074

Donald R. Boys
Central Coast Patent Agency, Inc.
P.O. Box 187
Aromas, CA 95004
(831) 726-1457



IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

Art Unit 2665
Examiner Nguyen, Steven H D

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In Re: Alec Miloslavsky
Case: P3253
Serial No.: 08/948,530
Filed: 10/9/97
Subject: Apparatus and Methods Enhancing Call Routing
To And Within Call-Centers

JUN 03 2003
Technology Center 2600

To the Commissioner of Patent and Trademarks
Washington, D.C. 20231

Dear Sir:

Response I

In the claims:

All of the claims standing for examination herein are reproduced below.